

# 460th Medical Group Patient Handbook



**Buckley Air Force Base**

**February 2015**

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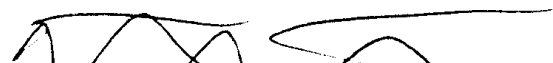
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Dear 460th Medical Group Patient,

Welcome to your 460th Medical Group (MDG). The information in this handbook is intended to help you make the most of the high quality, patient-centered health care we provide and coordinate for you.

We understand that our current Colfax location and parking situation is an inconvenience and we are working to move our services to the base to better care for you. Despite these limitations, the men and women of the 460 MDG continuously strive to exceed your health care expectations. We recognize health care as rich grounds for continuous improvements, thus we welcome your suggestions. If there is any aspect of our service that does not meet or exceed your expectations, please do not hesitate contacting the patient advocate for that specific clinic or the 460 MDG Patient Advocate, who can be reached at 720-847-9292. We will address your concerns and assist you in every way possible.

Again, welcome to the 460 MDG and thank you for the opportunity to build a partnership that provides trusted care and professional health services in support of you and your family members during your assignment to Buckley AFB, Colorado.

A handwritten signature in black ink, appearing to read "MICHAEL T. KINDT", with a long horizontal flourish extending to the right.

MICHAEL T. KINDT, Colonel, USAF, BSC  
Commander

# **460th Medical Group Buckley Air Force Base**

## **Mission**

*Provide exemplary health services in support of Buckley's Global Missions*

## **Vision**

*Trusted Care, Professional Services*

## **Guiding Principles**

*Develop People, Safety Always, Drive Innovation, Excellent Stewardship*

# PATIENT RIGHTS

One of the core principles of the PCMH model is "whole person orientation"; the personal physician is responsible for providing all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventive services; and end of life care..

- 1. Medical and Dental Care:** You have the right to quality care and treatment consistent with available resources and accepted standards. You also have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of your refusal.
- 2. Privacy, Confidentiality and Security:** You have the right, within the law and military instructions and under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to have case discussions, consultation, examination, and treatment conducted in a confidential and discreet manner, protecting patient privacy and confidentiality. Your privacy rights are detailed in the TRICARE Management Activity (TMA) Notice of Privacy Practices.
- 3. Emergency Care:** You have a right to receive emergency care without preauthorization where and when acute symptoms are so severe that a "sensible layperson" would want emergency care to prevent serious harm to life, limb or eyesight or death.
- 4. Choice of Plans:** You have the right to accurate information about TRICARE programs to include covered health benefits plans options.
- 5. Discrimination:** You have the right to quality care and treatment without regard to sex, cultural background, economic status, education, religion, disability, or the source of payment.
- 6. Respectful Treatment:** You have the right to have care that is considerate and respectful, with recognition of your personal dignity.
- 7. Medical Record:** You have the right to review and request a copy of your medical record. All medical records documenting care provided by any uniformed services medical treatment facility or dental treatment facility are the property of the U.S. Government. You will be asked to sign an authorization form before your medical records can be made available to anyone outside of treatment, payment or healthcare operations. TMA Notice of Privacy Practices provides information about when we may use your protected health information (PHI) without authorization. The notice also advises you of other rights provided to you under HIPPA. Your medical records are required to be maintained at the medical treatment facility (MTF).
- 8. Identity:** You have the right to know, at all times, the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for your care. You have the right to accurate information, healthcare benefit option. You have the right to choose your primary care manager, either within TRICARE Prime Network or the MTF.
- 9. Explanation of Care:** You have the right to have explained to you: Your illness, course of treatment, procedures, and prognosis of illness in terms you can understand.
- 10. Informed Consent:** You have the right to be advised in non-clinical terms on information needed in order to make knowledgeable decisions on recommended treatment and for refusal of treatments. Such information should include significant complications, risks, benefits, and alternative treatment available.

## PATIENT RIGHTS (CON'T)

- 11. Research Projects:** You have the right to be advised if the facility proposes to engage in or perform research, investigation, and clinical trials associated with your treatment. You have the right to refuse to participate in any research project.
- 12. Safe Environment:** You have the right to care and treatment in a safe environment. The 460 MDG is concerned about you and your family's safety while in our facilities. Please inform a medical staff member directly, or complete a customer comment card, to bring to our attention any unsafe situation that comes to your attention. Each duty section has an identified patient advocate. Please address your concerns with them as needed. We value your involvement as an active, involved and informed participant of the health care team.
- 13. Facility Rules and Regulations:** You have the right to be informed of the 460 MDG's rules and regulations that relate to patient or visitor conduct.
- 14. Patient Concerns:** You have the right to information about the 460 MDG's patient rights policy and mechanism for the initiation, review and resolution of patient concerns or complaints. You have the right to access advocacy and protective services.
- 15. Advance Directives:** You have the right to participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to accept or refuse medical or surgical treatment and the right to formulate an advance directive (living will) and/or durable power of attorney to request to withhold resuscitative services, and to forgo or withdraw life-sustaining treatment for healthcare; and to have the directive made a part of your permanent medical record. Base legal can help you establish these documents. Call 720-847-6444 for an appointment. You can also visit the legal services website at <https://aflegalassistance.law.af.mil>. You have the right to discuss end of life care with your Primary Care Manager (PCM). If you would like to discuss end of life care with your PCM, please call 720-847-WELL to schedule an appointment
- 16. Timeliness of Care:** You have the right to the most timely access and treatment that medical facility resources and medical circumstances allow.
- 17. Pain Management:** You have the right to have pain assessment and appropriate treatment.
- 18. Against Medical Advice:** You have the right to refuse care, treatment, or services in accordance with law and regulation, even against the advice of the healthcare providers.
- 19. Health Care Proxy:** You have the right to have a family member or person of your choice to be a member of your medical team who may have legal responsibility to make decisions regarding medical care on your behalf.
- 20. Appeals and Complaints:** You have the right to a fair and efficient process to appeal medical necessity decisions by the 460 MDG or TRICARE.
- 21. To Question These Rights:** You have the right to question any/all of these rights by contacting a patient advocate.
- 22. Copy of These Rights:** You have the right to be given a copy of these rights and responsibilities while under this organization's care.

# PATIENT RESPONSIBILITIES

Providing quality health care is a complex task that requires close cooperation between patients and health care personnel. Patients can help the medical team give the best possible care by taking responsibility for their care. These responsibilities are:

- 1. Providing Information:** You have the responsibility to provide, to the best of your knowledge, accurate and complete information about symptoms, past illness, hospitalizations, medications and other matters relating to your health. You have the responsibility to let your health care provider know whether or not you understand the treatment and what is expected of you.
- 2. Financial Responsibility:** You are responsible to accept personal financial responsibility for any charges not covered by your insurance. If you have any other Health Insurance questions/concerns please call the “Benefits Counselor” during duty hours, at 720-847-6137.
- 3. Respect and Consideration:** You are responsible for being considerate of the rights of others (patients and staff). You are responsible for being respectful of the property of other persons and of the medical facility.
- 4. Following Instructions:** You are responsible for following the care, service, or treatment plan developed. You should express any concerns you have in following and complying with the proposed care plan or course of treatment. This includes keeping appointments on time and notifying the medical or dental treatment facility when appointments cannot be kept.
- 5. Asking Questions:** You are responsible for asking questions when you do not understand recommended treatments or plan. Not following your recommended treatment plan, could have a negative impact on your health. You are a vital member of the treatment team.
- 6. Transportation/Observation:** You are responsible to provide an adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
- 7. Facility Rules and Instructions:** You have the responsibility for following the 460 MDG’s rules and instructions affecting patient conduct.
- 8. Reporting of Patient Concerns:** You have the responsibility for helping the 460 MDG’s commander provide the best possible care to all beneficiaries. Grievances and recommended changes in policy and service may be reported to the customer service representative, patient advocate and chain of command without reprisal. If you require assistance from a specific section please see below for contact information:

## **Group Patient Advocate:**

Buckley Main Clinic: VA on Colfax (720) 847-9292

## **Section Patient Advocates:**

**Dental Services:** Bldg 600 on BAFB (720) 847-6543

**Aerospace Medicine:** Bldg 600 on BAFB (720) 847-7652

**Primary Care :** (VA/Bldg 600/Immunizations) (720) 847-6034

**Health and Wellness Center:** (HAWC) BAFB (720) 847-6864

**Laboratory:** VA on Colfax (720) 847-6066

**Mental Health:** VA on Colfax (720) 847-6451

**Optometry:** VA on Colfax (720) 847-609

**Pharmacy:** BAFB by Commissary (720) 847-5647

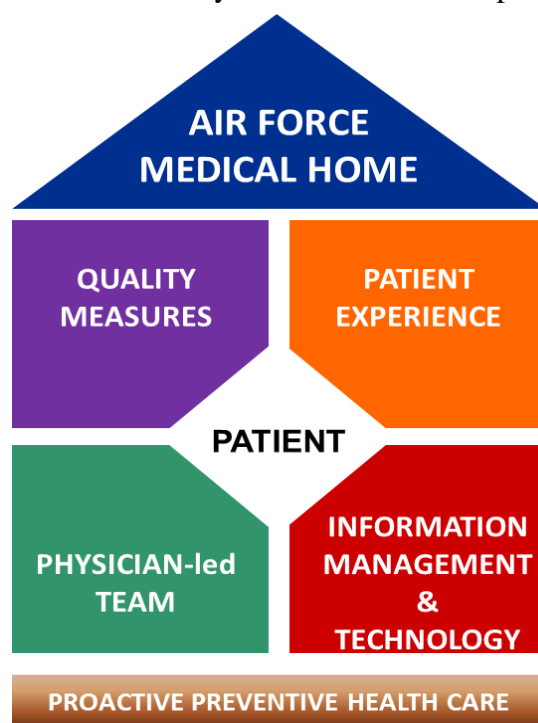
**Physical Therapy:** (HAWC) (720) 847-6880

**Tricare/Records:** VA (720) 847-6113/ 7235

## PATIENT CENTERED MEDICAL HOME

- The Patient Centered Medical Home (PCMH) is designed to meet the majority of a patient's physical and mental health care needs through a team-based approach to healthcare delivery that establishes and provides:

- ☐ A respectful trusting relationship with all patients
- ☐ Enhanced access to meet patient needs
- ☐ Continuous and comprehensive care
- ☐ Medical management of all conditions
- ☐ Preventive and evidenced based care
- ☐ Proactive management of all health risks
- ☐ Health education and decision-making support



- PCMH delivers primary care that is oriented towards the whole person. This can be achieved by partnering with patients and families through an understanding of and respect for culture, unique needs, preferences, and values.
- Medical homes lead to higher quality and lower costs, and can improve patients' and providers' experience of care.
- The Air Force Medical Service is committed to providing a medical home to every beneficiary and Airman.
- The 460 MDG has four PCMH teams to include Family Medicine, Pediatrics, and Flight Medicine. Upon enrollment into Tricare, you and your family will be assigned to a team and be provided the name of your Primary Care Manager (PCM).
- Each team consists of a physician, physician extender--either a physician assistant or nurse practitioner--a nurse, and four medical technicians who work together to provide you and your family quality health care.

**\*\*The 460 MDG has been recognized by the National Committee for Quality Assurance and accredited by the Accreditation Association for Ambulatory Health Care.\*\***



## ACCESS TO CARE & TRICARE FACT SHEET

**Access to Care Standards:** Access standards are defined in Air Force Instruction 44-176, *Access to Care Continuum*. There are three types of appointments (appts): acute, routine, and established.

- **Acute** - designed for patients who require non-emergent, urgent care; scheduled within 24 hours.
- **Routine** – designed for patients who require an office visit with their Primary Care Manager (PCM) for a new health care problem that is not considered urgent; scheduled within 7 days.
- **Established** – designed for patients who require preventive, health maintenance; scheduled within 28 days.

**Care During Duty Hours:** (Mon-Fri, 0730-1630 hrs) (bring a valid DoD ID card to all appts)

The appointment lines open at 0700 for Active Duty (AD) and 0730 for all other beneficiaries. For an appointment with your PCM, call 720-847-WELL (9355). If registered in MiCare, non-acute appointments can be scheduled online by going to [www.relayhealth.com](http://www.relayhealth.com) and requesting an appointment with your provider team. Also, you can go to [www.tricareonline.com](http://www.tricareonline.com) and book an appointment online after you register.

If you have an acute need and cannot get an appointment with your PCM within 24 hours, you can contact the 24 hour nurse advice line (NAL) or leave a telephone consult for your PCM team to contact you regarding your care needs.

*Per AFI 41-210, TRICARE Operations and Patient Administration para. 4.14.6, AD members, if approved by their supervisors, may be placed on 24-hr quarters without an appointment if they are too sick to work. Beyond 24 hrs, AD patients must schedule an appointment with their PCM.*

**Nurse Advice Line (NAL):** Available 24/7. Call 720-847-9355 (WELL) or 1-800-874-2273 (TRICARE) and select the NAL option to speak to a registered nurse concerning the level of care you need for your specific medical situation.

**Care After-Duty Hours:** Call 720-847-WELL (9355) and you will be able to speak to the NAL. Depending on the nature of the issue, the nurse will instruct you to go to the nearest ER, Urgent Care Center, offer a next-day appointment, or will provide you with home care instructions. **NOTE:** *ALL Urgent Care Clinic visits must be authorized by the NAL before you seek care or you risk incurring a bill.*

**Out of Area Urgent Care Authorizations:** Patients outside the local area must contact the NAL or United Healthcare at 1-877-988-9378, if they feel they need urgent care (within 24 hours). Failure to do so may result in the patient incurring a bill.

**Emergency Care Anywhere:** Emergency care does **NOT** require a pre-authorization if the patient feels a risk to life, limb, or eyesight. Call 911 or to go the nearest emergency department.

## TRICARE ENROLLMENT/DENTAL INFORMATION

**460 MDG TRICARE Prime Enrollment Policy:** Active Duty members assigned to Buckley AFB will receive primary care at the 460 MDG. Family members enrolled in TRICARE Prime must also receive care at the 460 MDG, unless they live outside the local area or request permission to be enrolled elsewhere.

To enroll at the Buckley AFB Clinic, you may call **877-988-9378**. It will take approximately 7 days for the completion of the enrollment process to reflect in the medical appointment system.

**Changing Your Primary Care Manager (PCM):** If for any reason, you wish to change your PCM, you may complete a PCM change request at the 460 MDG information desk, call (720) 847-6137 or email [brenda.mcking@us.af.mil](mailto:brenda.mcking@us.af.mil).

**Durable Powers of Attorney for Health Care and Living Wills:** Many people wish to maintain control over the extent to which technology is utilized during their medical care. This can be done with a Living Will (also known as advance directives) or a Durable Power of Attorney for Health Care (DPOAHC). You are not required to have an advance directive to receive care. If you have questions, please address them with your health care team or contact the base Legal Office at (720) 847-6444.

**MiCARE/Relay Health:** MiCare Secure Messaging is an online service that allows patients to take command of their health care by offering efficient electronic exchange between patients and their health care team. It allows for a more secure exchange of health information compared to using a personal email account. The healthcare team also uses the MiCare Portal to send out appointment reminders, provide medical test/referral results, and communicate clinic closures. To protect you and your medical information, we require you to enroll in person to verify identity. See your clinic representative to enroll today!

**Tricare Dental Program:** Buckley AFB does **NOT** have a Dental Clinic. Active Duty service members, to include the Active Guard and Reserve Members on orders for more than 30 days, are eligible for care through the Active Duty Dental Program (ADDP) administered by United Concordia Companies, Inc. (UCCI). For information regarding ADDP benefits, eligibility requirements, and to ensure you are reflected as being in remote status, visit the UCCI website at [www.addp-ucci.com](http://www.addp-ucci.com) or call toll-free 1-866-984-2337 Mon-Fri. All dental care will require prior approval and authorization before the care is received. Dental emergencies do not require an authorization (Appointment Control Number). Emergency dental care includes any treatment necessary to relieve pain, treat infection, or control bleeding. Root canal treatment may be needed to relieve pain and infection, and is considered emergency dental care.

To enroll your eligible dependents in MetLife (Tricare Dependent Dental Program), call 1-855-638-8371 or go to <http://www.tricare.mil/dental/tdp.aspx> for additional information.

## PHARMACY INFORMATION

**Location:** On base next to the BX/Commissary **Open:** 0730-1630, M-F

**Closed:** Wednesdays, 0730-1000 for mandatory training.

The Pharmacy provides prescription services for all eligible beneficiaries. The patient's valid ID card must be presented to pick up prescriptions. Prescriptions may be filled (up to a 90-day supply for most medications) free of charge. Prescription refills must be done through the call-in refill system. Requests received by 12:00, Mon-Thurs, are ready for pick up the next duty day after 10:00. Prescriptions called in after 12:00 on Friday, are ready for pick up on the following Tuesday after 10:00. For your convenience, the Pharmacy offers a drive-thru window and the Script Center, a dispensing machine located in the BX. Refrigerated or controlled medication must be picked up inside the pharmacy. You may also visit the Express Scripts Web site at: [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).

### **TRICARE Mail Order Pharmacy (TMOP)**

TMOP is available for prescriptions that beneficiaries take on a regular basis. You may receive up to a 90-day supply for most medications. Express Scripts, Inc. administers TMOP through this program. Beneficiaries mail their health care provider's written prescription, along with the appropriate co-pay to TMOP. The medications will then be sent directly to the beneficiary. Prescriptions may be refilled by mail, phone, or online. For more information about how to use TMOP, contact TMOP member services at 877-363-1303 or visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).

### **MEDICATION REFILLS/RENEWALS & TMOP**

To refill your medications call (720) 847-7455. You will need the prescription number to input into the system. Follow the prompts on pharmacy hours and where to pick up your medications.

To speak to a pharmacy staff member from 0730-1630 M-T-TH-F, and 1000-1630 on Wed please call (720) 847-9355 (WELL) and select the pharmacy option.

## Network Care Referrals

You will need to see or contact your PCM to obtain a referral for specialty care. You can do this via MiCare or elephone. With the exception of obstetric referrals, ALL referrals need to be renewed by your PCM after 6 months, if continued care is needed.

Once your PCM enters the referral, it is electronically forwarded to United Healthcare (UHC) for processing. The quickest way to check the status of your referral is by registering online at [www.uchmilitarywest.com](http://www.uchmilitarywest.com) or by calling 877-988-9378. You will also receive a referral authorization letter in approximately 10 days. The authorization letter from UHC will contain the specialist's name and a phone number to call to make your appointment. *The Buckley Clinic is not responsible for appointment availability with network/non-network specialists.* If you would like to chose a different **network** specialist, rather than the one listed on your referral authorization you **must** call 1-877-988-9378 to do so **prior** to utilizing the referral/authorization for the first time. To find a different provider go online at [www.uchmilitarywest.com](http://www.uchmilitarywest.com).

Before you receive care, do the following:

- ☐ Ensure your telephone number(s) and mailing address are correct in DEERS.
- ☐ Prior to making your appointment you **must** have an authorization number for the referral. If the appointment is completed prior to the authorization, you will be responsible for the bill.
- ☐ Any changes to a referral after initial approval need to be made by calling 1-877-988-9378, UHC. *If you wish to change the provider/specialist listed on your referral, you must contact UHC before seeing your provider.*
- ☐ If your network specialist/provider refers you to another specialist, make sure to ask if the second specialist is a TRICARE **Prime network** authorized provider. If not, you may incur out of pocket expenses.
- ☐ Keep your scheduled specialty appointment. If you wish to change the date of the specialty appointment, call the specialist directly to reschedule.
- ☐ If possible, bring a copy of your authorization letter to your appointment or at least confirm receipt of the authorization for care with the provider before arriving.
- ☐ If UHC has indicated your referral has **not** been processed, please call the 460 MDG Referral Management Center (RMC) at 720-847-9355, select the referral option.
- ☐ If your specialist needs specific records for your referral, they can send a request to fax # 720-847-7474.
- ☐ 20 days after you receive your referral, our Audio Care system should begin to call you to remind you of a pending referral. If you have booked an appointment with a specialist, please utilize the Audio Care system prompts to notify us: (1) when your appointment is, (2) who you are scheduled with, and (3) at what facility. This information is necessary in order for your PCM to retrieve your referral result(s) in a timely manner, as well as ensure continuity of future medical care.
- ☐ Other Health Insurance (OHI). If you have OHI we will place the referral, however, it will be printed and given to you to take to your appointment. You will then contact your OHI company to properly process for payment.
- ☐ If you encounter billing issues or have questions regarding TRICARE benefits/claims, please contact our Health Benefits Specialist at 720-847- 6137 or via e-mail at [brenda.mcking@us.af.mil](mailto:brenda.mcking@us.af.mil)

## PATIENT SERVICES

### **Alcohol and Drug Abuse Prevention & Treatment Program (ADAPT)**

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

The ADAPT Program is located within the Mental Health Clinic and consists of three proactive areas of service: substance abuse prevention, education, and treatment. The emphasis is on prevention of and early intervention with substance abuse problems. A comprehensive treatment approach is utilized in addressing the patient's needs and level of care indicated. Services include evaluation, treatment planning, and counseling (individual, family, and/or group).

### **Allergy Clinic**

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

**Closed from 1200-1300 for lunch.**

Allergy shots are given on appointment basis ONLY. The Allergy Clinic offers consultative evaluation for allergy related problems to include asthma. A prescription is needed from an Allergist to begin or continue therapy. A 30-minute observation period is required after receiving an allergy injection.

### **Beneficiary Counseling and Assistance Coordinator and Debt Collection Assistance Officer (BCAC & DCAO)**

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

BCAC can help you with TRICARE and Military Health System inquiries and concerns, and can advise you about obtaining health care.

DCAO will assist you in resolving claims turned into collection agency actions-related issues due to an issue related to TRICARE services.

-You must bring or submit documentation associated with a collection action or adverse credit rating, including debt collection letters, Explanation Of Benefits statements, and medical/dental bills from providers. The DCAO will research your claim, provide you with a written resolution of your collection problem, and inform the collection agency that action is being taken to resolve the issue.

Patients can avoid bills going into collections by immediately submitting questionable statements to the DCAO so he/she can research it before it goes to collections.

### **Behavioral Health Optimization Program (BHOP)**

**Location:** VA Clinic on Colfax M-W, F and Bldg 600 Thursdays

A program in which trained behavioral health (BH) providers are integrated into primary care clinics with the goal of providing "the right care at the right time in the right place." Integrated BH care allows substantially increased access to timely BH services among both active duty and family members. It also provides a mechanism for improving recognition and early intervention for BH problems such as anxiety, depression, insomnia, and PTSD which, if left untreated, diminishes quality of life/overall health status.

To find a Behavioral Health provider go to [www.uchmilitarywest.com](http://www.uchmilitarywest.com) click on "Find a Provider", and "Behavioral Health Facilities and Clinician search".

### **Exceptional Family Member Program (EFMP)**

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

Sponsors who have family members that meet the criteria for specific medical or educational needs are mandated to be enrolled in the EFMP/Special Needs Program. The active duty member is "Q-coded" for future assignments to ensure needed medical or educational services are available at the gaining base and/or local area.

## **PATIENT SERVICES (CON'T)**

### **Family Advocacy Program (FAP)**

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

**Family Advocacy:** The focus of Family Advocacy is to prevent family violence and to provide intervention services when family violence has occurred. Suspected abuse should be reported to the Family Advocacy Program at 720-847-6453. Treatment managers provide assessment, treatment, and referral services to families experiencing domestic violence or child abuse and neglect; they also provide prevention counseling services to include marital counseling. A Domestic Abuse Victim Advocate is available 24/7 to assist victims in safety planning at 303-214-0956. Family Advocacy Program offers: Parenting, Couple's Communication, and Anger Management classes as well as other skill building classes. Family Advocacy also offers briefings, seminars and consultation services to assist the Buckley community.

**New Parent Support Program:** A registered nurse will provide prenatal education prevention services to new parents through home visits and classes, as well as services for families with children under age 3.

**The Family Advocacy Lending Library:** Provides parents with DVDs and books for checkout.

### **Family Health/Pediatric Clinic**

**Location:** VA Clinic on Colfax/On Base, Bldg 600 (0730-1630 M-F, except Wed, when it opens at 1000)

The Family Health Clinic is comprised of three Patient Centered Medical Home (PCMH) teams. The teams are designed to manage all of your basic health care needs. While staff will always attempt to book you with your assigned Primary Care Manager (PCM), it may not be possible due to leave, deployment, etc. In the event your PCM is not available, staff will offer to book your appointment with the other provider on your PCMH Team.

### **Flight Medicine Clinic**

**Location:** On Base, Bldg 600 (0730-1630 M-F, except Wed, when it opens at 1000)

Provides services to active duty members on flight status, selected non-flying personnel, and family members. The Flight Medicine Clinic is also part of the PCMH concept.

### **Health And Wellness Center (HAWC)**

**Location:** On Base, Bldg 35 (0730-1630 M-F, except Wed, when it opens at 1000)

The HAWC offers a variety of programs that promote a healthy mind, body and spirit. Programs include: Nutrition & Fitness Counseling for flights, squadrons, and Gait Analysis (determines the type of running shoe you need). Please call to get full details on the programs and services. We will even speak at Commander's Calls!

### **Immunization Clinic**

**Location:** VA Clinic on Colfax (0730-1615 M-F, except Wed, when it opens at 1000)

The Immunization Clinic is a walk-in clinic, no appointments required. **Patients are required to have immunizations for traveling to countries outside CONUS, your first stop is Public Health!** Public Health will be provided a list of required immunizations. Once you have the requirements for the country you are visiting, you can receive your immunizations.

## PATIENT SERVICES (CON'T)

### Laboratory Services

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

Provides diagnostic testing services for such laboratory services such as hematology, urinalysis, chemistry, serology, microbiology and pathology. The patient must present with a valid DoD ID card at the time service is rendered.

### Line of Duty Program (LOD)

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

**AD Members only:** A member's unit or Medical Admin. submits the following required documents:

LOD - AF Form 348, DA Form 2173 or Memorandum of Line of Duty

MMSO - Medical Eligibility Verification Worksheet

Orders - Copy of orders at time of injury.

The POC for LOD's will then contact the patient to schedule Initial LOD appointment; date and time will be forwarded to the patient's unit or Medical Admin. Contact 460 MDG LOD POCs at 847-7274/6556 with any questions.

### Mental Health Clinic

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

**AD Members:** The clinic is currently only seeing AD members. Services include evaluations for emotional and behavioral concerns, treatment and follow-up services through counseling (individual, group, marital, and family), psychological testing, case management provided for downtown inpatient mental health admissions, telepsychiatry medication therapy programs are available for coping with stress, post- deployment services, anger management, and parenting workshops. Mental health staff also educates base units on suicide prevention/violence in the workplace, depression, alcohol/drug abuse, and stress. **AD Dependents:** Obtain care with a referral from their PCM or by calling United Healthcare at **1-877-988-9378**. Dependents can also contact Military One Source at **800-342-9647** for up to 8 visits without a referral from their PCM.

### Optometry Clinic

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

Optometrists provide diagnosis and treatment for vision and ocular disorders. The optometrist can update contact lens prescription, if the patient has contact lenses and any one of the following: the contact vials/boxes, a copy of the prescription, or the contact lens information that is already documented in their medical records. We can also provide initial assessment for PRK and LASIK for AD members only.

### Public Health

**Location:** On Base at the Health & Wellness Center (HAWC), Bldg 35 (0730-1630 M-F, except Wed, when it opens at 1000) **Communicable Diseases Surveillance/Control:** Provides information and counseling on communicable diseases upon request or referral from a health care provider. Conducts investigations of infectious diseases to determine source and/or possible preventive measures required to limit the spread of infection. Conducts evaluation of positive TB skin tests and sexually transmitted disease interviews are conducted on a walk-in basis upon referral. Animal bites occurring on base are also tracked and monitored in this office.



## PATIENT SERVICES (CON'T)

**Food Safety and Sanitation:** Works closely with the commissary and other food facilities on base to ensure food products meet stringent safety requirements. Public Health also directs on-base investigations of potential food and water borne illness outbreaks.

**Force Health Management - Travel Medicine/Deployment Briefings:** Personnel planning foreign travel can receive immunization and preventive medicine information regarding their destination on a walk-in basis.

**Occupational Health and Safety:** Provides assessment of health hazards and guidance on how to reduce hazards in the work area. Pregnant active duty members and DoD employees are seen on a walk-in basis to initiate evaluations of potential fetal hazards in the members' work environment. Pregnancy profiles will be accomplished.

**Periodic Health Assessments (PHAs):** Screening tool used by the United States Armed Forces to evaluate the individual medical readiness (IMR) of their service members. These are mandatory appointments completed yearly for all service members. These appointments are scheduled through the appointment line. To access your individual record, go to <https://imr.afms.mil/imr/MyIMR.aspx>.

### **Release of Information/Medical Records**

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000).

Medical records are the property of the United States government and must be maintained at the clinic. If you need a copy of your medical record, you must fill out a release of information request at the Colfax Clinic. Please allow **30 days** to have this completed.

**NOTE:** AFI 41-210, TRICARE Operations and Patient Administration, 6.1.1. Separating and retiring Airmen may request one complete copy of their STR no earlier than 179 calendar days and no later than 30 calendar days prior to the date of their final out-processing appointment. **ONLY ONE COPY IS AUTHORIZED.** The goal is to have one complete STR copy ready for the separating or retiring Airman by the time of his final MTF/DTF out-processing appointment. The copy can be provided as a hard-copy record or in electronic or digital media format, whichever the member requests. **NOTE:** This copy is for the member's personal use, not for the VA as they require the record in electronic format. Ensure patient understands they are only authorized one complete copy free of charge. They will not receive another copy (free of charge) if they give their copy to the VA.

### **Third Party Collections/Other Health Insurance (OHI)**

**Location:** VA Clinic on Colfax (0730-1630 M-F, except Wed, when it opens at 1000)

The Air Force asks all retirees, retiree dependents and dependents of active-duty members provide current "Other Health Insurance" information/insurance card copy (if applicable) and complete a (Department of Defense Form 2569) annually. The DD 2569 form and the copy of the other health insurance card will be filed in our Third Party Collections automated system. Health insurance companies are mandated by law to reimburse the government for medical treatment provided in the medical treatment facility, at Buckley Air Force Base.



## HELPFUL NUMBERS & WEB SITES

Dial: Comm (720)-847 & Number/DSN 94 & DSN Number

**Clinic Hours: M-F, 0730-1630, EXCEPT Wednesdays 1000-1630**  
**Closed for All Federal Holidays and Family Days**

Alcohol & Drug Abuse Prevention & Treatment Program (ADAPT).....	(720) 847-6451
Allergy/Immunization Clinic .....	(720) 847-6553
Appointment Line.....	(720) 847-WELL (9355)
Health Benefits Specialist (TRICARE Benefits/ Claims).....	(720) 847-6137
Customer Service/Patient Advocate.....	(720) 847-9292
DEERS.....	1-800-538-9552
Dental Admin Office.....	(720) 847-6543/0178
Dietary.....	(720) 847-6865
Exceptional Family Member & Special Needs Programs (EFMP).....	(720) 847-7667
Family Advocacy .....	(720) 847-6453
Family Health/Pediatric/BHOP Clinics (For appointments contact your primary care manager/team)...	(720) 847-WELL (9355)
Flight Medicine Clinic.....	(720) 847-6486
Health and Wellness Center (HAWC).....	(720) 847-6864
Laboratory Services .....	(720) 847-7675
Mental Health.....	(720) 847-6451
Optometry Clinic .....	(720) 847-9355
Patient Administration.....	(720) 847-667/ 6113
Pediatric Clinic .....	(720) 847-9355

<b>Pharmacy (Main)</b> .....	<b>(720) 847-9355</b>
<b>Refills</b> .....	<b>(720) 847-7455</b>
<b>Physical Therapy</b> .....	<b>(720) 847-6884</b>
<b>Records – Outpatient</b> .....	<b>(720) 847-7235</b>
<b>Release of Information (Patient Authorization Disclosures)</b> .....	<b>(720) 847-7235</b>
<b>Special Needs Program</b> .....	<b>(720) 847-7787</b>
<b>United Healthcare</b> .....	<b>1-877-988-9378</b>

## **HELPFUL WEBSITES**

**460 MDG:** <http://www.bucklev.af.mil>

**Patient Handbook needs large**[/units/medical.asp](http://www.uhcmilitarywest.com/units/medical.asp)

**460 MDG Facebook:** [https://www.facebook.com/460thMedicalGroup?ref=br\\_tf](https://www.facebook.com/460thMedicalGroup?ref=br_tf)

**Express Scripts Web site:** [www.express-scripts.com](http://www.express-scripts.com)

**Live and Work Well website:** <https://www.uhcmilitarywest.com>

**MICARE/Relay Health:** [www.relayhealth.com](http://www.relayhealth.com)

**Self-Help:** <http://Familydoctor.org>

**TRICARE:** [www.mytricare.com](http://www.mytricare.com)

**TRICARE on Facebook:** [www.facebook.com/tricare](https://www.facebook.com/tricare)

**TRICARE Online:** <https://www.tricareonline.com/welcome.do>

**TRICARE AD Dental Program:** [www.ucci.com](http://www.ucci.com)

**TRICARE Retiree Dental Program:** [www.trdp.org](http://www.trdp.org)

**TRICARE Mail Order Pharmacy:** [www.tricare.osd.mil/pharmacy/tmop.cfm](http://www.tricare.osd.mil/pharmacy/tmop.cfm)

**United Healthcare:** <https://www.uhcmilitarywest.com>